

This Privacy Policy was last updated: May 16, 2018

Additional languages:

- [French](#)
- [German](#)
- [Russian](#)
- [Spanish](#)
- [Polish](#)
- [Italian](#)
- [Dutch](#)

Data privacy is important to Impro Technologies, an ASSA ABLOY group company, and its subsidiaries and affiliates (“Impro Technologies” or “we” or “us”). This Privacy Notice describes the Personal Data that we collect about you as a visitor to Impro Technologies’ website, how we use it, with whom we share it, and describes your rights with regard to the Personal Data we have about you.

Privacy Notice

Personal Data We Collect

Impro Technologies collects, processes, and retains information about you when you visit our websites, which may include internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exist pages, the files viewed on our site (e.g. HTML pages, graphics, etc.), operating system, date/time stamp, and/or clickstream data to analyze trends in the aggregate and administer the site.

You may choose to provide us with additional information, such as your name, email address, company information, street address, telephone number, or other information, to access protected information on our websites or so we can follow up with you after your visit. We may combine other publicly available information related to the organization from which you work for with the information that you provide to us. Impro Technologies or our service providers may observe your activities, interactions, preferences, transactional information, and other computer and connection information (such as IP address) relating to your use of our websites and our services.

If you register online on Impro Technologies’ web site, we may also collect and store certain information in the aggregate about your visit automatically including: 1) internet domain and IP address from which you accessed our website 2) the date and time you access our website; and 3) the pages the you visited. We may also collect general demographic and profile data from our website from time to time.

We may also obtain data from third parties, such as authorized distributors with which we offer services or engage in joint marketing activities. We protect data obtained from third parties according to the practices described in this Notice, plus any additional restrictions imposed by the source of the data.

When you download mobile applications, we automatically collect technical data and related information about the devices being used for the Services, including information on the type of

device you use, operating system version, application software, peripherals and the device identifier; push ID (“UDID”).

We may also use log files, cookies and similar technologies, we may collect and store this information and combine this information with other Personal Data you may have provided. For more information about our use of these technologies and how to control them, see our Cookies and Similar Technologies section below.

You have choices about the data we collect. When you are asked to provide Personal Data, you may decline. But if you choose not to provide data that is necessary to provide a product or feature, you may not be able to use that product or feature.

How We Use Personal Data

Impro Technologies uses the data we collect to operate our business and provide you the products we offer, which includes using data to improve our products and personalize your experiences. We also may use the data to communicate with you, for example, informing you about your account and product information, to send email communications or make phone calls for the purpose of sending you information about upcoming webinars and events, product announcements, newsletters and educational content. We will use the aggregate data that we collect internally in order to better understand and assist our customers and to help improve our website and services. We process Personal Data for certain Legitimate Interests, which include some or all of the following:

- where the processing enables us to enhance, modify, personalize or otherwise improve our services / communications for the benefit of our customers
- to identify and prevent fraud
- to enhance the security of our network and information systems
- to better understand how people interact with our websites
- to determine the effectiveness of promotional campaigns and advertising.

Whenever we process data for these purposes we will ensure that we always keep your Personal Data rights in high regard and take account of these rights. You may object to this processing if you wish. EU residents may visit our GDPR Personal Data Inquiries page for further information on your Who monitors Info@impro.net

rights. All others may send inquiries to privacy@hidglobal.com. Please bear in mind that if you object this may affect our ability to carry out tasks above for your benefit or to provide our products or features.

“Legitimate Interests” means Impro Technologies’ interests in conducting and managing our business to enable us to give you the best service/products and the best and most secure experience.

For example, we have an interest in making sure our marketing is relevant for you, so we may process your information to send you marketing that is tailored to you and your company’s interests. It can also apply to processing that is in your interests as well. For example, we may process your information to protect you against fraud when transacting on our website, and to ensure our websites and systems are secure.

When we process your Personal Data for our Legitimate Interests, we make sure to consider and balance any potential impact on you (both positive and negative), and your rights under data

protection laws. Our legitimate business interests do not automatically override your interests - we will not use your Personal Data for activities where our interests are overridden by the impact on you (unless we have your consent).

Reasons We Share Personal Data

We share your Personal Data with your consent or as necessary to complete any transaction or provide any product you have requested or authorized. In addition, we share Personal Data among ASSA ABLOY controlled affiliates and subsidiaries. We also share Personal Data with vendors or agents working on our behalf for the purposes described in this Notice. For example, companies we've hired to assist in protecting and securing our systems and services may need access to Personal Data to provide those functions and they are not allowed to use Personal Data they receive from us for any other purpose. In such cases, these companies must abide by our data privacy and security requirements and agree to any data protection agreements as we may require.

Impro Technologies does not sell your Personal Data to third parties. However, we may share your business contact information with our authorized distributors in order to assist you in purchasing our products or to contact you via phone or email for the purpose of marketing our products and services.

We may also disclose Personal Data as part of a corporate transaction such as a merger or sale of assets.

Disclosure Required by Law

Impro Technologies may cooperate with law enforcement agencies in identifying users who use the website or our products or services for illegal activities. Therefore, we will respond to subpoenas, warrants, or other court orders regarding information concerning any user. Impro Technologies will, at our discretion, disclose information, including Personal Data, if we reasonably believe that we are required to do so by law, that such disclosure is necessary to protect Impro Technologies from legal liability, or that we should do so to protect the integrity of the website or the products or services.

How to Access & Control Your Personal Data

Upon request, Impro Technologies will provide you with information about whether we hold any of your Personal Data. We will retain your information for as long as your account is active or as needed to provide you our products and services. Additionally, we will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

EU residents may visit our [GDPR Personal Data inquiries page](#) for more information on how to exercise your rights or make an inquiry regarding the Personal Data we have about you. Others may send an inquiry to privacy@hidglobal.com.

Opt-out preferences

If you would like to opt-out of receiving sales and marketing communications from us, you may [update your communication preferences here](#).

Links to 3rd Party Sites

Our website includes links to other websites whose privacy practices may differ from those of Impro Technologies. If you submit Personal Data to any of those websites, your information is governed by their privacy policies. We encourage you to carefully read the privacy policy of any website you visit.

Cookies and Similar Technologies

Technologies such as: cookies, beacons, tags and scripts are used by Impro Technologies and our affiliates. These technologies are used in analyzing trends, administering the site, tracking users' movements around the website and to gather demographic information about our user base as a whole. We may receive reports based on the use of these technologies on an individual as well as aggregated basis. You can control the use of cookies at the individual browser level, but if you choose to disable cookies, it may limit your use of certain features or functions on our site(s) or service(s). Our websites follow browser do-not-track signals.

What are cookies

Cookies are small pieces of text sent by your web browser by a website you visit. A cookie file is stored in your web browser and allows the Service or a third-party to recognize you and make your next visit easier and the Service more useful to you.

Cookies can be "persistent" or "session" cookies. Persistent cookies save a file on your computer permanently. It can then be used to customize the web page as the choices and user interests. Session cookies are sent between your computer and the server to access information while you are browsing. Session cookies do not identify you personally and disappear when you turn off your browser. All of our websites use "session cookies".

For more information on cookies generally, please visit www.allaboutcookies.org. To learn more about our use of cookies, please see the Cookie Policy tab.

Notice to End Users

Many Impro Technologies products are intended for use by organizations and are administered to you by your organization. Your use of our products may be subject to your organization's policies, if any. If your organization is administering your use of Impro Technologies products, please direct your privacy inquiries to your administrator. We are not responsible for the privacy or security practices of our customers, which may differ from those set forth in this Privacy Notice.

Data Security

Wherever Personal Data is within Impro Technologies or on its behalf, we will take reasonable steps to protect the Personal Data from loss, misuse and unauthorized access, disclosure, alteration and destruction. We train employees on our Information Security Policies and guidelines and make them available to business partners as necessary. In addition, Impro Technologies and its business partners enter into confidentiality agreements that require that: (i) care and precautions be taken to prevent loss, misuse, or disclosure of Personal Data and (ii) any service providers only use Personal Data to perform services on behalf Impro Technologies.

Transfer of Personal Data

Our computer systems are currently based in the Republic of South Africa, so your Personal Data may be processed by us in the South Africa, replace the existing language with this statement: Our computer systems are currently based in the Republic of South Africa, so your Personal Data may be processed by us in the South Africa, which may not offer an equivalent level of protection of that required in the European Union or certain other countries. We have implemented safeguards to ensure an adequate level of data protection where your Personal Data is transferred to countries outside the EEA, such as standard contractual clauses for the transfer of Personal Data as approved by the European Commission (Art. 46 GDPR)The personal data that is collected and stored is exclusively used by Impro Technologies, except in the following cases where we may submit the data to third parties:

- When required by law;
- To a buyer or a potential future buyer of our business, and/or;
- To the following categories of service providers appointed by Impro Technologies who provide services connected to this website or its functions or to assist us in providing our services to customers, but only to the extent it is necessary in order to provide these services:
- IT service providers which host, develop or offer support

Policy Changes

This Privacy Notice may be updated from time to time as Impro Technologies' services change and expand. We suggest that you review the Privacy Notice periodically. In the event of a material change, we will post a change notice on our website and we may notify individuals of such changes through contact information that we have for such individuals prior to the change becoming effective. If we amend the Privacy Notice, the new Notice will apply to Personal Data previously collected by us only insofar as the rights of the individual affected are not reduced.

Inquiries and complaints

If you believe HID Global maintains your personal data in one of the services discussed in this Privacy Notice, you may direct inquiries or complaints to privacy@hidglobal.com. HID Global will respond within 45 days. If you have an unresolved privacy or data use concern that we have not addressed satisfactorily, please contact our U.S.-based third party dispute resolution provider (free of charge) at <https://feedback-form.truste.com/watchdog/request>. If neither HID Global nor our dispute resolution provider resolves your complaint, and you are located in the EEA, you have the right to lodge a complaint with the competent supervisory authority.

Contact Us

Impro Technologies
47B Gillitts Road, Surprise Farm,
Pinetown, 3610, KwaZulu-Natal
info@impro.net

Cookie Policy

How we use cookies

Cookies we use specifically in this site are (the cookie storage time is in parentheses after its name):

- has_js (session) - Used by the site's framework to determine if javascript is enabled.
- _mkto_trk - Marketo's Munchkin JavaScript allows for tracking of end-user page visits and clicks to Marketo landing pages and external web pages.
- STYXKEY_useractive (session) - Used by logged in users to bypass cached pages at the CDN level.
- trwv.uid - A Marketo cookie that represents the number of times the visitor visited the website.
- _hjIncludedInSample (session) - Used to let Hotjar know whether that visitor is included in the sample which is used to generate Heatmaps, Funnels, Recordings, etc.

We are working to improve hidglobal.com. In order to do this, we use Google Analytics, Marketo, Usabilla and Hotjar to analyze our visitors' behavior on an anonymous and aggregate level.

In addition, we allow certain third parties to install and access third-party cookies on this website. These are:

Google Analytics

The following cookies are installed by our web statistics tool Google Analytics to log information about visits and site visitors. Statistics are used to improve the use of the website by the user:

__utma (2 years)

_utmz (6 months)

_utmc (session)

_utmb (30 minutes)

_utmt (10 minutes)

_ga (2 years)

_gid (24 hours)

_gat (1 minute)

AMP_TOKEN (30 seconds to 1 year)

_gac (90 days)

Social Media Widgets

The website may use interface with social networks to allow user to post content from our website on various social platforms (Facebook, YouTube, Twitter, LinkedIn, etc.). To understand how and what information is collected and what cookies are installed by the third party, check the privacy policy of their social platform.

What are your choices regarding cookies

Certain countries, including members of the European Union, require your consent to the use of cookies when you visit our websites. If you access our website within one of these countries, you will be presented with information regarding your options, including the option to accept or reject certain categories of cookies. You will be able to change these settings on subsequent visits. Please note that you will not be able to opt out of receiving certain cookies that are strictly necessary for the delivery of a service requested by you. At any time when visiting our website within one of these countries, clicking on the "Cookie Preferences" link at the bottom of each page allows you to access information on cookies and change your settings.

If you do not accept cookies, your browser can be set to not automatically accept cookies from being stored or to inform you whenever a site requests storing a cookie. Previously stored cookies can also be deleted through the browser. See the help pages of your browser for more information. However, be aware that some areas or functions of our websites depend on cookies and may not work if you delete or not to accept cookies. Please contact us at privacy@hidglobal.com for more information about the cookies used on the website.